



SAP MAINTENANCE & SUPPORT

SCALABILITY OF YOUR SAP IS ON A DAILY BASIS

Our support offer covers everything related to your SAP solution's life after the initial production run. It includes:

- "SAP Permanent Guidance" GPS offer: support on request or with an integrator
- SAP Maintenance Offer: editor's maintenance

In addition, we are SAP VAR (Value Added Reseller): we sell and manage SAP licenses.

PASàPAS  HUMAN
FIRST



Needs

Our clients' expectations vary according to their **degree of autonomy**, the size of their **internal competence** centre and their **level of understanding of the tool**.



CLOSENESS AND FLEXIBILITY

- Regular contact with an identified, reliable and available contact.
- Adaptation to the level of autonomy and to internal skills.
- Adaptation to SAP evolutions, internal evolutions (merger, acquisition, scope extension).



TECHNIQUE AND EXPERTISE

- Sharing of technical and functional skills, field by field.
- Specialized support team.
- Adequacy between the consultant's profile and your actual needs.



DAY-TO-DAY EFFICIENCY

- 24/7 system availability guarantee.
- Team dedicated to SAP support and maintenance.
- Corrective and proactive approach to correct and modify your systems.

Solutions



SAP PERMANENT GUIDANCE (GPS)

- User support and/or CCC.
- On-site or remote technical or functional expertise.
- From the bug to the project, in remote support mode or with an integrator: system evolutions (functional evolutions, specific developments, upgrade, roll out, scope modifications ...), migration ...
- Training.
- Know-how transfer.



SAP MAINTENANCE

- Total integration to SAP process.
- 24/7 support.
- System monitoring (EarlyWatch Alert).
- Malfunctions analysis.
- Access to SAP new versions and documentation.
- PCoE certification..

Benefits

We guarantee:



CONTROLLED BUDGET

- Billing based on actual time spent.
- Budget transparency.



DEDICATED TEAM

- Technical and functional experts team dedicated to support.
- Available and permanent team with 14 years of experience on average (less than 3% of staff turnover).



EFFECTIVE TOOL

- Traceability and sharing of knowledge.
- Simplified access to SAP expertise.

PASàPAS



THE FRENCH LEADING PARTNER FOR SAP JOURNEYS

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